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Enterprise Content Management Solution

A Strategic Recommendation for State of Montana

Request for information

OpenText Corporation | 600 Montgomery St, Suite 1800 | San Francisco, CA | 94111
Jack Robinson, Account Executive – Public Sector | Phone: (916) 768-8146 | jackr@opentext.com
Thursday January 16, 2014

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Thursday, January 16, 2014

Michele Burchett
Montana Department of Adminstration
State Information Technology Services Division
125 N. Roberts
Helena, MT 59620

Dear Michele,

After careful review of your requirements and needs, and in response to your Request for Informationl, we are pleased to submit the enclosed proposal for your consideration. We concluded that the OpenText ECM solution will provide an excellent vehicle to meet your records management needs by:

- Enhancing the records management capabilities

- Advanced workflow capability

- Managing electronic and physical records from the same interface

- Enhancing records retention management capabilities.

Of particular note is our ability to combine all content sources for a sound information governance strategy, sophisticated site deployment and management tools, built-in compliance, and the ability to integrate enterprise systems and other content sources in a single solution.

According to Gartner, Inc., employees spend 30-40% of their time creating, searching for, retrieving, repurposing and organizing documents. In document intensive operations, this seriously impacts the decision making process, hindering organizational agility and limiting competitive advantage. With the OpenText ECM solution, you will automatically have the following advantages:

Advanced Workflow – The Open Text Workflow allows the ECM solution to used for approval, and extend the integration to other applications..

Scalability – Supporting many users and simultaneous transactions; it can grow as you grow.

Application Integration – The design of the system is to extend the functionality of existing applications like Microsoft Office. By adding Document Management features directly into other applications—like Outlook, the system provides rapid adoption and lower training costs.

A financially robust solution provider – Open Text has a record of profitability and industry leadership.

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Thank you for the opportunity to present this proposal. I look forward to the opportunity to explore a long-term partnership with State of Montana (State). Please do not hesitate to call or email me if you have any questions regarding the attached proposal.

Regards,

Jack Robinson
Account Executive - SLED
(916) 768-8146

Contacts

Sales Contact

Jack Robinson II

Account Executive - SLED

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At a Glance

HEADQUARTERS
Waterloo, Ontario

EMPLOYEES
Around 5,000

REVENUE
US $1,363,336,000
FY2013

PROFIT
$148,520,000
Profitable for 13
consecutive years

KEY FACTS
Global EIM* leader
100 million users in
141 countries

*OpenText Enterprise Information Management (EIM): Bringing structure to the unstructured by unleashing the power of information. The EIM technologies and business solutions allow organizations to take full advantage of enterprise information.

RFI at a glance

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Executive Summary

Open Text is pleased to submit this proposal to State of Montana for an Enterprise Content Management (ECM) solution. The proposed solution will enable you to control the risk and cost of content from creation through to long-term archival or destruction.

o   "We now have a standard and enforceable process by which our organization maintains communications and work files. We're working efficiently together, reducing business risks and protecting our intellectual capital. We looked for a solution and found that Open Text came closest to what we needed with its knowledge management capabilities. One hundred percent of its functionality was applicable, off-the-shelf".

Corporate Records Manager,

Many organizations like State of Montana face increasingly complex and sometimes daunting challenges around the large quantities of information they create. This can result in increased costs and process inefficiencies. Business content is constantly being created by employees and is often at various stages of completion – anywhere from draft to final version. When multiple instances of content exist, there is a chance of propagating or retaining incorrect or outdated information, creating business liabilities and increasing an organization's exposure to risk.

The goals that State of Montana has articulated in the RFI reflect similar challenges faced by organizations worldwide, including the need to:

Comply with internal policies and external regulations

Integrate content into business processes and manage it as a critical business asset

Deliver and share content in its full business context

Enhance content security and integrity throughout its lifecycle

Manage large volumes of information

Advanced Workflow

Open Text is proposing its Content Lifecycle Management (Open Text CLM) solution which enables organizations to manage all forms of content throughout its entire lifecycle. The integrated offerings of Open Text CLM help increase productivity through imaging, document management, and graphical and intuitive workflow. It helps simplify compliance with proven, top-ranked records management and helps securing content with proven archiving component. Storage costs are reduced by identifying duplicate instances of content to eliminate redundant copies and automatically compress content Archiving provides a distributed, vendor agnostic, storage virtualization layer.

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A Few Words about Open Text – Section 3.2.1

Founded in 1991, Open Text has expanded on its track record of innovation, starting with the development of the first search engine for the Internet to becoming a market leader in Enterprise Content Management (ECM).

We help organizations manage and realize the true value of their business content. Open Text brings two decades of expertise, supporting 46,000 customers and millions of users in 114 countries. Working with our customers and partners, we bring together leading Content Experts™ to help organizations capture and preserve corporate memory, increase brand equity, automate processes, mitigate risk, manage compliance and improve competitiveness.

As the largest independent vendor of ECM technology, we've built a reputation for delivering highly complex, critical applications to enterprise class organizations with complete flexibility for the future. Our customers have benefited from our solutions to deliver a 'value chain' of managed information across all disparate sources of data, not just documents. Open Text customers who work in heavily regulated, asset based industries have successfully used our solution to control and manage processes and data flow across document repositories, ERP applications, email platforms, GIS platforms, CAD applications and asset management tools, all based on a single, highly scalable, secure and integral records/document/content management platform. Open Text is ideally positioned with the technology applications, consulting, and technical services, to deliver a value-oriented solution to any customer, both today and in the future.

OpenText has hundreds of public sector customers, from large government agencies like Federal Department of Interior, to large numbers of State agencies Like California Public Utilities Commission, Counties like Los Anglese, Clark Co. Nevada, and airports like LAX, SFO and others.

See attached Customer Success Stories

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Solution Overview Section – 3.2.2

How to put CLM to work for you

Open Text Content Lifecycle Management is designed to meet State of Montana's essential business needs – compliance, litigation readiness, archiving and controlling your information assets.

- *Table 1 – Open Text CLM meets your business challenges head on, by offering a powerful array of features and benefits.*

• Content Lifecycle Management will help you:	• ...by providing this:
Achieve compliance and reduce litigation risk	A centralized records management program ensures the right content is destroyed at the right time minimizing litigation related costs and ensuring compliance to internal and external regulations.
Reduce the amount of space required to store physical documents	The capability to scan physical records with full indexing and classified metadata making it fully searchable means leveraging less expensive media and provides high-end storage reduction services
Reduce storage costs	Capable to optimize storage according to context and metadata, leverage less expensive media and high-end storage services

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• Content Lifecycle Management will help you:	• ...by providing this:
Enhance productivity through search, version control, metadata	A fully featured, highly scalable, Web-based document management system that provides a secure, single system for organizing and sharing enterprise content
Improve ineffective and inconsistent processes	By using workflow to automate processes and streamline routine tasks with assigned steps, instructions, structured approvals you can design processes graphically, according to regulatory standards

Open Text Content Lifecycle Management enables the capture, process, manage, and storage of any type of content so that you can deliver the right information, to the right person, at the right time – every time.

Increase the speed of user adoption

o Open Text CLM provides a number of ways to add documents to the repository to allow users to select the method with which they are most comfortable.

The ultimate success of any ECM implementation is the speed and enthusiasm with which it is adopted by end-users. Open Text CLM provides a number of ways to add documents to the repository to allow users to select the method with which they are most comfortable.

For example, a strong integration with the popular Microsoft Office desktop suite eases adoption and minimizes retraining when Open Text CLM is deployed to information workers. Users often spend a large proportion of the work day inside their email applications. Integrations use familiar and intuitive email notifications to allow them to maintain use in a familiar application. Additional integration between mainstream office suites and document management functions mean users can open and save documents directly from the repository. These easy and familiar interfaces ensure users embrace the solution, and are not held back.

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Summary

Open Text brings People, Process and Content together through our full suite of ECM offerings. The comprehensive solution we have outlined for State of Montana is based on a careful study of your requirements and Open Text's extensive knowledge of ECM best practices in the Public Sector industry

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Content Lifecycle Management Suite Summary

At the most basic level, organizations need the ability to store, share, and find their business documents, but many are struggling with information management issues, and with how to manage content throughout its lifecycle. Organizations that are unable to effectively manage, organize, and share their documents face business liabilities and the task of managing knowledge becomes time-consuming and costly. It is simply not possible to manage millions (or even thousands) of paper documents, while electronic information proliferates in areas that are exceedingly difficult to manage.

Open Text Content Lifecycle Management (Open Text CLM) addresses these information management challenges, and is comprised of the fundamental building blocks of an ECM strategy: document management, records management, document-centric workflow, search, archiving, and imaging to many mainstream content authoring applications. This solution delivers an integrated set of tools to support the four key stages of the life of content: Create and Capture, Process and Review, Store and Manage, and Destroy – underpinned by proven Records and Archive Management.

- *Figure 1 – Content Lifecycle Management supports the four key stages of content flow*
  - *throughout the organization*

Open Text Content Lifecycle Management shares a common platform with a series of Open Text ECM products that are designed to address a range of business problems in the areas of document management, records management, imaging and content archiving. This means that when you buy Open Text Content Lifecycle Management to solve your content management problems today, you can extend it to solve future business problems in other content areas as they arise.

Open Text Content Lifecycle Management is solution that is comprised of the following components

Open Text Document Management including capabilities like

Document Management provides a secure repository for content of all types and formats—office applications email, graphics, CAD drawings, images and renditions. Additional features include check-in / check-out, version control for simple and compound documents, audit trails, comprehensive search, user, group and role based access controls are all elements of the document management core offering. These features are delivered through Web browser, Microsoft Office application or Windows Explorer interfaces to meet a range of user preferences.

Metadata offers flexible and powerful document categorization to enrich content by structured data in order to create custom properties, control document status and support content search and retrieval. The classifications of content allows for the definition of role-based information taxonomies and business information views.

Presentation and Delivery capabilities to integrate Open Text ECM into Web and Desktop world (e.g. Microsoft Windows and Microsoft Office Integration).

Search & Retrieval with a powerful and scalable built-in search engine for both full-text content and metadata search.

Workflow allows both structured and ad-hoc routing of documents for a variety of approval, review and feedback processes to control every aspect of the document lifecycle.

Building on this Document Management foundation, Open Text CLM adds the following components to support and control the full lifecycle of content and deliver integration capabilities with other applications:

Imaging to support a range of document capture and review scenarios for high- and low-volume requirements. Integrated with the workflow component, organizations can use barcodes and automated metadata collection and categorization to streamline the capture process. This ensures valuable content is properly stored and organized in context with related electronic content.

Certified Records Management to ensure that content is under formal and consistent control and that lifecycle management rules apply. This includes capabilities to define content retention policies in addition to formalizing the procedures to classify (ensuring appropriate metadata), retain, destroy and / or archive the records of State of Montana.

Archiving to drive decisions on content storage media from the ECM application level. Based on rules defined in Open Text Content Lifecycle Management the appropriate storage medium is selected on-the-fly without user interaction.

With its secure, central repository and comprehensive enterprise functions, Open Text Content Lifecycle Management provides industrial-strength functionality for organizing and sharing of content. Content Lifecycle Management stores and manages every type of object – from simple and compound documents to search queries and URLs – and provides

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controlled user access to these objects. It tracks and manages innumerable versions, attributes, document relationships, workflow maps as well as change histories – enabling State of Montana's knowledge workers to accomplish their daily work more efficiently.

By using Open Text Content Lifecycle Management to store all of its electronic, hard copy and scanned documents in a central, secure enterprise library that is easily accessible to authorized persons, State of Montana is enabling a paperless office and putting all public information at the fingertips of its employees.

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Differentiators

CLM-Specific Differentiators

Certifications

Demonstrating its leadership in Records Management, Open Text announced on January 14, 2009 that it had received the latest version of the U.S. Department of Defense's (DoD) Standard for Records Management certification (DoD 5015.2-STD V3 April 2007) for its advanced records management offerings, including its Content Lifecycle Management (CLM) Services for SharePoint. Open Text has also received the only certification for a solution in support of SAP® solutions with its Open Text Extended ECM for SAP solutions.

(The DoD 5015.2-STD certification process serves as a way to demonstrate that records management software meets mandatory functional requirements for use in the U.S. federal government. The standard is widely recognized not only in government, but also in State and local governement.)

Additionally, Open Text was first in the market to certify on this new specification with Solaris, a UNIX-based operating system.

Open Text is a worldwide leader in records management, offering the industry's most comprehensive set of solutions to extend records management across the full range of content types stored in multiple systems, including email, instant messaging, file systems and Open Text content repositories, in addition to SAP solutions and Microsoft SharePoint.

Along with this most recent U.S. Department of Defense 5015.2-STD certification, Open Text's records management solutions have been compliant with the United Kingdom's TNA regulations and Australia's VERS regulations, both important standards for records management software.

RM Leadership

Open Text Records Management is offered as part of its broader ECM Suite. The Open Text ECM Suite is designed around Open Text Content Services, a unique services-oriented architecture enabling customer journeys from departmental solutions towards an integrated, enterprise-wide ECM strategy.

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Records Management is a key component of the Open Text ECM Suite and is central to the company's compliance and content lifecycle management solutions. Open Text offers records management for both electronic and physical content types, and its solutions are integrated with the company's archiving, metadata management, search and storage management capabilities.

ROI

Successfully deployed document and records management will quickly demonstrate return on investment with improvements in user productivity – search, retrieval and content re-use – in addition to offsetting network traffic and email inbox overload. Providing users with the opportunity to collaborate in shared workspaces means avoiding incessant duplication of documents across folders, shared and local drives. Another key source of cost reduction, unique to Open Text, is fully integrated content archiving. As the document and records repository grows, or as IT reviews storage costs across the enterprise, the archiving component brings solid cost saving opportunities to the table.

As content ages or changes status, it is typically used and retrieved less frequently. Yet few organizations have solid insights into how often content is used, or what proportion of content is still viewed after six months. The capabilities offered by the archiving component gives IT the flexibility to move and store infrequently used or less critical content to more economical storage devices. High value and frequently used content can be directed to premium storage devices for high accessibility and rapid retrieval. Content that is no longer changed, but still of evidence for the company can be archived on a secure long-term repository, giving you the peace of mind that all documents are safely stored for years, yet still instantly available when needed.

Stored content has a cost – the hardware devices, regular backup, and administration overhead. The archiving component offers the ability to reduce the cost and burden of content storage as its value or usefulness decreases. The storage of content can be directly tied to storage rules, and item movement can be triggered by metadata or other key lifecycle events.

"A key focus for our technology strategy has been to provide value through the integration of the Open Text ECM Suite with key business processes, and the wider IT ecosystem, including Microsoft, SAP and Oracle," said Kirk Roberts, EVP Products at Open Text. "This report reflects our ability to deliver high volume, scalable solutions that are well integrated and proven with numerous organizations already benefiting from our unparalleled expertise in the ECM marketplace.

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Customers are typically seeing a return on their investment in just 6 to 9 months. We are pleased to see the recognition that this report provides of our achievements."

Architecture

Implementation costs can vary widely between projects and vendors. One factor that affects costs can be the level of integration required between the required software components. At one end of the spectrum is where software components offer little or no integration.

Any required integration comes with large implementation costs. At the other end of the spectrum is a monolithic or unified architecture where all components are combined into a single package. This offers the advantage of interoperability and the ability to scale upwards more easily than in a 'no integration' environment.

But, this interoperability reduces flexibility; the many interdependencies between applications and layers of software that enable the interoperability add steps when deploying and running that software. One part needs another part to work and you can't remove parts you don't use. This means that customers purchase and pay for software that is not used and cannot be removed. The large footprint made up of underlying dependent-layers of software and hardware means there is no such thing as a small deployment; implementations and deployments tend to be inherently complex. Customers will need a big server, a large storage system, a large application server, a large directory server, and so on. You can't start small. This type of vendor can have a decent story scaling up, but a poor story scaling down.

Open Text believes the best approach is somewhere in between with a pragmatic approach to interoperability. The suite needs components that are flexible and modular with sufficient interoperability. We believe that this approach is the most pragmatic; integration is appropriate and available when the customer benefits from it. This pragmatic approach brings a more rapid ROI and a lower TCO since it allows customers to start small and grow big. They can take on small projects right away with the peace of mind that they have a rational roadmap to grow—a journey for growth that will accommodate future needs. Customers aren't forced to buy more than they need and can mix and match modules in phases as business requirements demand.

We provide this interoperability through declared layers of integration on which we integrate our software and enable the modular architecture.

In pursuit of the goal to deliver a full spectrum SOA for ECM, Open Text ECM Suite is based on Open Text Content Services which is the actual implementation of Open Text's SOA architecture. Open Text Content Services enable organizations to manage and exploit all content types in a holistic way at several critical levels.

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Open Text User Experience Services

At the user experience level, facilitating access and interaction to all content through customizable business views from within a web browser, familiar applications, including Microsoft Office, Microsoft Explorer and Microsoft Outlook, purpose-built applications, as well as 3rd party applications ranging from SAP and SharePoint to AutoCAD; in business processes to facilitate content flows which leads to improved productivity and process efficiency; and for archiving and records management to consistently manage retention and compliance rules across all business content, providing a single trusted repository.

Open Text Collaboration Services

Open Text Enterprise Collaboration Services are a set of services empowering information workers and facilitating effective collaboration and decision-making processes. The result is greater productivity of the work force. The collaboration services range from traditional team and project collaboration to a variety of Web 2.0 types of social workplace and social marketplace capabilities.

Open Text Enterprise Process Services

Open Text Enterprise Process Services provide enterprise process services which allow information workers to automate and manage the flow of business content both within and across departments to meet the business requirements of the organization. The BPM capabilities act as the glue that take a typical ECM implementation beyond simple access to content, delivering on the promise of interaction with all business content, providing ways of tying together business content with enterprise application data

The BPM capabilities are complemented by our imaging, fax management, and e-forms capabilities which jointly represent a comprehensive solution for management of content-driven business processes.

Open Text Enterprise Library

Enterprise Library provide the foundation for a single tier of services that deliver integrated records management, metadata management, archiving and search capabilities for all business content in an organization including content originating in Microsoft Office SharePoint Server sites, SAP applications, file systems, email and Open Text content repositories. The primary role of Enterprise Library is to provide control over the risks and costs associated with content. With Enterprise Library, content can be managed, archived and stored consistently across the entire organization, based on a lifecycle defined by records retention and disposition rules and the value of the content to the organization.

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Enterprise Library enables organizations to:

Provide a single infrastructure tier for multiple lead applications to store their content and metadata.

Expose rich functionality for search and discovery.

Enable access to enterprise records, independent of the applications creating the records.

Expose a single tier of enterprise services for a large scale records-managed archive.

Deliver a service-oriented approach for long-term storage (including cloud storage), vendor-agnostic, managed retention.

Open Text maintains a specific focus on SAP, Oracle and Microsoft as its prime software alliance partners. This focus means that the Open Text ecosystem is specifically tailored to suit the needs of companies that use Microsoft tools to create content, solves the content management and compliance issues of Oracle users, or use SAP to manage their business processes. Open Text provides integration into the MS, the Oracle and the SAP content environments and delivers a sophisticated content archiving capability

Analyst

GARTNER

Open Text is in the leader quadrant as one of the top three ECM vendors of Gartner's Magic Quadrant for Enterprise Content Management, 2012.

Open Text is the ONLY independent pure-play ECM vendor in the leaders' quadrant. ECM is not a sideline…it's our biggest business.

As the largest pure-play ECM vendor in terms of software and maintenance revenue, Open Text is deeply focused on content management with a broad product portfolio that includes a WCM product and a DAM offering. It continues to execute well and to increase its revenue and customer base.

"a large number of composite content applications suited to a number of horizontal- and vertical-market buyers, principally in the government, high-tech, energy and life science sectors. Its catalog includes competitive offerings in a range of product and solution categories. It would be difficult to find a content management use case for which Open Text lacks an offering."

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"partner agreements with SAP and Microsoft are keeping it relevant in relation to infrastructure vendors. Particularly with regard to SAP reseller deals in imaging, archiving, workflow, document and records management, Open Text is well placed to become a finalist in most SAP shops as they consider buying additional software to better integrate content from any source within a business context."

- *Figure 2 – Open Open Text has received the highest rating possible, a "Strong Positive," in leading analyst firm Gartner's 2013 "MarketScope* for Records Management,"*

	RATING				
	Strong Negative	Caution	Promising	Positive	Strong Positive
Autonomy				X	
CA					X
EMC					X
HP				X	
IBM					X
Iron Mountain		X			
Laserfiche		X			
Open Text					X
Oracle				X	

Source: Gartner Inc.

Open Text Records Management receives Strong Positive (highest rating) since launching the Market Scope in 2005.

Open Text Records Management has a strong e-mail management, classification and archiving components, including Email Management, Classification Professional, and Email Archiving, all of which extend its records management capabilities.

Strong Positive is a solid provider of strategic products, services or solutions.

Forrester

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Forrester Research, Inc. has recognized Open Text solutions in a number of key business process areas in a report titled "Use ECM To Fire Up Business Processes", published in 2013 and authored by Craig Le Clair and Sheri McLeish with Kyle McNabb and Keith K. Tsang.

Forrester's report is based on interviews conducted with nine vendors and their reference customers to assess the support of industry and functional specific business process needs. To understand the opportunity to improve business process efficiencies through the use of ECM, Forrester looked at ECM support of document-centric business processes that their clients most frequently asked them about.

According to Forrester's report, "Numerous business processes can benefit from capturing and digitizing content, reducing physical storage and speeding information retrieval to business people."

This is in line with Open Text's philosophy of helping organizations gain the true value of their business content, by helping customers capture and preserve corporate memory in the context of key business processes and not in isolation, where it can proliferate in information silos.

"A key focus for our technology strategy has been to provide value through the integration of the Open Text ECM Suite with key business processes, and the wider IT ecosystem, including Microsoft, SAP and Oracle," said Kirk Roberts, EVP Products at Open Text. "This report reflects our ability to deliver high volume, scalable solutions that are well integrated and proven with numerous organizations already benefiting from our unparalleled expertise in the ECM marketplace. Customers are typically seeing a return on their investment in just 6 to 9 months. We are pleased to see the recognition that this report provides of our achievements."

The report summary states, "Open Text features solutions in a variety of industries, including financial services, government, pharmaceuticals and life sciences, education, telecom, and manufacturing. It has particular strength in AP invoice management."

- *Figure 3 – Open Text identified as a Leader in the Forrester Wave: Records Management, Q2 2013 by Brian W. Hill.*
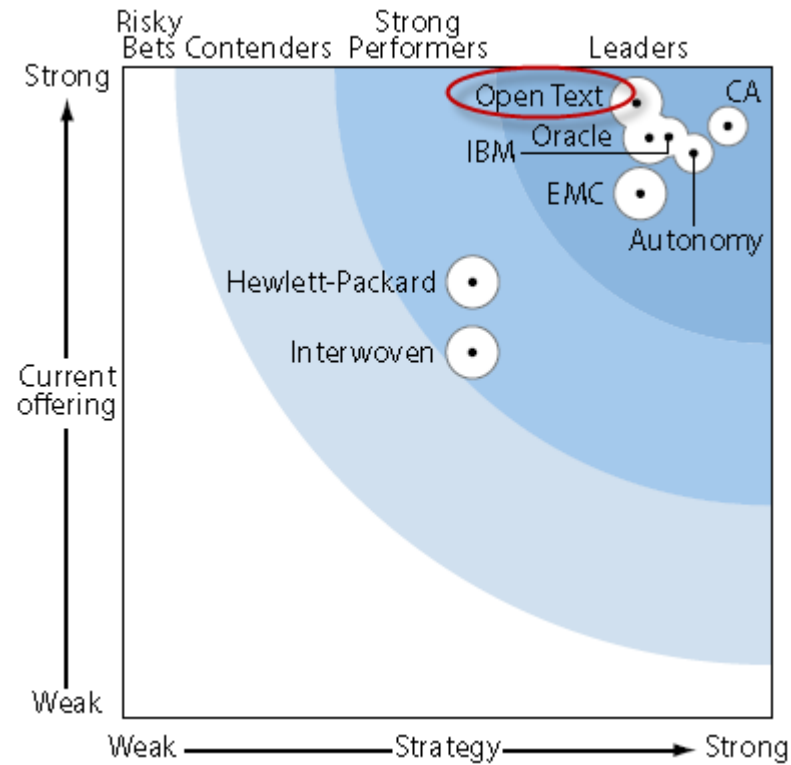
"Open Text Records Management offers enterprises strong physical records management capabilities and retention management support for a wide variety of electronic content types and applications."

"Open Text continues to invest in records management certification and supplements product strengths with its ECM platform, FRM functionality, and natively developed message, file system, and structured data archiving applications."

"In addition to solid records management capabilities and complementary solutions, Open Text's packaged integrations with SAP and Microsoft SharePoint make it a compelling choice for many enterprises."

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Generic Differentiators

Ease of Use

Far and away, this is the biggest reason why our customers select the Open Text ECM Suite and why their deployments are successful. The Open Text ECM Suite's user-friendly graphical user interface and simple, repeatable function keys make it easier to use than other systems for the same applications. Ease of use lowers user training costs and increases ECM system adoption.

Integration with Enterprise Applications

Microsoft

Sometimes users work in other application environments. Open Text offers a desktop integration with the Microsoft Office Suite as well as integration with Microsoft Office SharePoint Server to keep the end user in the applications they are familiar with using while interacting with the Open Text ECM Suite which assists customers with ease of use and user adoption. Integration with user applications improves workforce efficiency and ECM system adoption.

With Open Text CLM Services for MS SharePoint, organizations can manage the lifecycle of content across SharePoint sites with integrated records management and archiving capabilities. Organizations gain the powerful collaborative capabilities of Microsoft SharePoint with robust compliance management from Open Text's content lifecycle management capabilities designed for SharePoint. The latest version of Open Text CLM Services for SharePoint works with Microsoft Office SharePoint Server 2007/2013.

SAP

Open Text and SAP® have shared close to two decades of partnership and co-development. As a result of this cooperative relationship, Open Text is the market leader in records management, document access, and document and data archiving for SAP solutions.

More than 2,000,000 users—over 2,700 installations—worldwide have achieved exceptional value of ownership by improving their critical business processes with Open Text and SAP solutions.

Open Text has worked closely with SAP since 1992 in the document imaging and document archiving area. As an innovator in SAP archiving, Open Text, originally through IXOS, an acquired company, partnered with SAP to develop the

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SAP archiving strategy. As a result, in 1993 SAP released the ArchiveLink interface, which is now the basic technology for integration of external content repositories with SAP. Since the early days of archiving, our document management and document archiving solutions have evolved from an ordinary document repository for SAP to a powerful, enterprise-wide ECM framework with the ability to manage terabytes of SAP documents and to integrate these documents in SAP and non-SAP business processes.

Open Text's Extended ECM for SAP solutions manages all forms of SAP content throughout the entire content lifecycle, combining secure, automated capture, storage, and organization of documents with archiving, records management, and imaging functionality, while providing a flexible environment to allow users to collaborate on content involved in multi-faceted SAP business processes.

Ease of Implementation

Out of the box, the Open Text ECM Suite includes very robust and comprehensive enterprise content management features that require minimal effort to implement through configuration. Many of our customers use the Open Text ECM Suite with little or no customization. Customer benefits include fast and predictable implementation times and smoother validation.

Comprehensive Solution

Over the years, Open Text has built the most comprehensive ECM portfolio available, providing market-proven solutions in each and every segment of the ECM market. Document management, records management, collaboration and community management, web content management, records management, email management, capture and delivery, business process management, digital asset management, archiving, and content reporting are all part of the Open Text ECM Suite. Given the comprehensive nature of the Open Text ECM Suite, our customers see comparatively lower customization costs. Employing a comprehensive solution from a single vendor reduces software, maintenance, administration, and deployment costs. It also reduces the expense associated with software validation.

Vendor Leadership

Open Text is an acknowledged market leader in ECM software. Reflecting that leadership role—and its intention to preserve and expand on it—Open Text plans continued significant investments in research and development. In fact, we expect to invest approximately $1 billion over the next five years to enhance existing product and introduce new applications that meet the needs of our customers. This means that your investments in Open Text products and

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technology will be preserved through regular updates, system interoperability, and enhancements that reflect changing technology and regulatory environments.

- *Figure 4 – $1 Billion will be invested in R&D over the next five years help to preserve your*
  - *investment in Open Text solutions.*
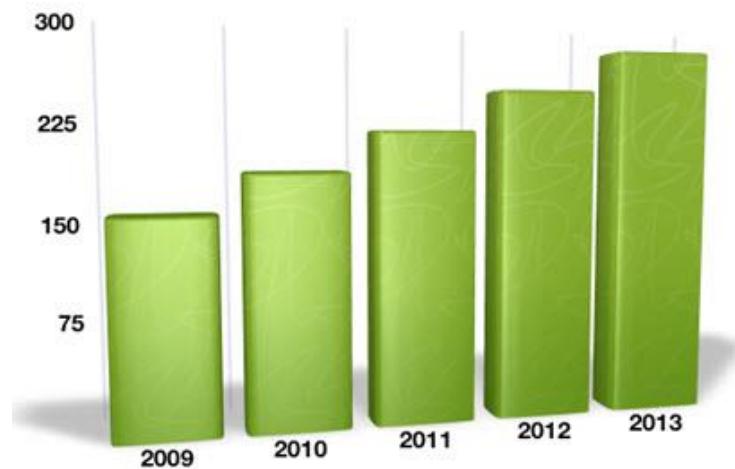
We have RM expertise in house—Open Text recognized the value of and need for RM capabilities back in 1999, when it acquired PS Software. Furthermore, the majority of PS Software employees are still with Open Text in Records Management roles— including sales, support, global services, development, and product marketing.

Business Solutions

Open Text's proven approach to Enterprise Content Management provides a wide range of targeted business and industry solutions that integrate with enterprise applications; connecting people to the content they need via repeatable business processes.

Content Experts

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We know that by understanding the relationship between people, process, and content, that Open Text can help customers eliminate the challenges of business content and deliver solutions that optimize performance, increase productivity, mitigate business and legal risk, and reduce costs.

Open Text understands how content flows within and across departments, what systems it touches, and what processes it drives.

Open Text is the only vendor with the required combination of technology, experience, and clear understanding of the complexities associated with implementing an enterprise-wide content management strategy to help organizations tackle the challenges of enabling Information Governance and other pressing business issues that organizations face.

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Software Modules - Section 3.2.3

It accomplish the requirements listed in this RFP, only three modules are required.

Content Suite Platform

OpenText Capture Center

OpenText Portal

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Licensing Options - Section 3.2.4

OpenText Content Suite Platform is licensed based on Named Users but it can also be sold as an Enterprise License.

OpenText Capture Center is priced based on volume of transactions.

OpenText Portal is a fixed price per server.

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Estimated Costs - Section 3.2.5

The estimate cost for 5000 users, high volume Capture Center, and Portal is between $900,000 and $1,200,000.

ECMS Specifications - Section 3.3

Document Imaging Specifications		Out of the Box	Customization Required	3rd Party Application	Comments
1.	Does the ECM provide imaging software to import basic scanned documents?	Yes			
2.	Does the ECM support the following imaging capabilities:				
	Optical Character Recognition (OCR)	Yes			
	Intelligent Character Recognition (ICR)	Yes			
	Optical Mark Recognition (OMR)	Yes			
	Optical Bar Code Reader (OBR)	**Yes**			
	Mobile Capture – smart phones and other mobile devices	**Yes**			
3.	Is the system compatible with Multi-functional Devices (MFDs) i.e. copiers, mobile device capture, fax server, email, and file import?	Yes			
4.	Does the system have the capability to do batch scanning and indexing?	Yes			
5.	Does the system provide the ability to capture index information from scanning/capture software?	Yes			
Content Management Specifications		**Out of the Box**	**Customization Required**	**3rd Party Application**	**Comments**
1.	What kind of navigational capabilities does your solution support:				
	• Folders (similar to MS Windows Explorer)	Yes			
	• Key word search	Yes			
	• Formal taxonomy using document types and classes	Yes			
	• All of the above	Yes			
2.	Does your solution support remote access to the ECM system, i.e. for staff that work in the field and have the need to enter documents from the field?	Yes			
3.	Does your solution provide access to documents on a public-facing online system?	Yes			

		Yes			
4.	Does the ECM support multiple naming and archiving processes?	Yes			
5.	Does the ECM fully integrate with Microsoft Office applications (Word, Excel, PowerPoint, etc.)?	Yes			
6.	Does the ECM fully integrate with Microsoft Exchange?				
7.	Does your solution support email archiving and management capabilities?	Yes			
8.	Does the ECM allow access to documents by an Apple iOS or Android device?	Yes			
9.	Does the ECM allow access to documents via web browser? If so, list the compatible browsers and versions in the Comments section.	Yes			
10.	How does the solution manage documents with a retention policy?	Yes			
11.	Provide examples of reports that can be used to ensure retention policies are being adhered to.	Yes			
12.	Search Capabilities				
	• Will the system accommodate full text OCR to search for and retrieve files?	Yes			
	• Does the ECM offer web-based and desktop client interface search and retrieval?	Yes			
	• Does the ECM accommodate "Full Text Indexing" (i.e. OCR) to search for and retrieve files?	Yes			
	• Does the ECM allow users to configure custom searches that they commonly use?	Yes			
Automated Workflow Specifications		**Out of the Box**	**Customization Required**	**3rd Party Application**	**Comments**
1.	Does your ECMS support document-centric, author-review-approve automated workflow capabilities?	Yes			
2.	Does your ECMS support workflow automation for processing:				
	• E-forms for internal purposes	Yes			
	• E-forms for external customer purposes	Yes			
	• Work items (documents, reports, etc.)	Yes			
	• Automatic notifications and emails	Yes			

		Out of the Box	Customization Required	3rd Party Application	Comments
	• Workflow status tracking	Yes			
3.	Does the system allow users to perform workflow activities using a standard web browser such as Internet Explorer and Mozilla Firefox?	Yes			
4.	Does workflow allow users to define conditions?	Yes			
5.	Can workflow be automated for a specific document type and workflow template?	Yes			
6.	Does the workflow include E-signature capabilities?	Yes			
Records Management Specification		**Out of the Box**	**Customization Required**	**3rd Party Application**	**Comments**
1.	Include the use of back end migration to optical storage or similar technology that meets the State of Montana legislative compliance requirement for permanent records storage of documents. There should be assurance that records stored in the system cannot be altered.	YES			
2.	Create, edit and manage a corporate "file plan" / records retention schedule, which contains information used to classify records.	YES			
3.	Create and manage the record folders (and folder volumes) that are available to help organize the file plan.	YES			
4.	Configure the system to easily declare objects as records in native authoring tools and specify which object classes and properties to manage.	YES			
5.	Create and manage records retention rules.	YES			
6.	Create and manage physical boxes, folders and records.	YES			
7.	Search for categories, folders and records.	YES			
8.	Place holds against record categories or search results.	YES			
9.	Identify appropriate metadata for all formats and sources.	YES			
10.	Manage various record image / formats in an integrated manner.	YES			
11.	Maintain the relationships between records and files, between file series and the file plan.	YES			
12.	Retrieve information for personal use or to comply with Freedom of Information Act / discovery requests.	YES			

13.	Construct and manage audit trails and track system usage by department and user.	YES			
14.	Manage the integrity and reliability of records once they have been declared as such.	YES			
15.	Identify records that are due for disposal when their prescribed retention periods elapse, managing the disposal process.	YES			
16.	Provide a seamless integration of the ERMS (providing the records management logic) with an ECMS,	YES			
17.	Records Manager Application will be a 100% Web-browser based application.	YES			
18.	Views file plans and retention and disposition policies.				
19.	Provide interface capabilities to existing systems that create electronic records, via an application program interface (API) to integrate properly with the proposed ECMS.	YES			
20.	ERP integration: support enterprise resource planning (ERP) systems APIs.	YES			
21.	Typical Reports: Including, but limited to, the following:				
	o Ready for Destruction report	YES			
	o Future Disposition Schedules report	YES			
22.	Maintain the relationships between records and files, between file series and the file plan.	YES			
23.	Retrieve information to comply with Freedom of Information Act / discovery requests.	YES			
24.	Associate the contextual and structural data within a document.	YES			
25.	Construct and manage audit trails and track system usage by department and user.	YES			

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		Out of the Box	Customization Required	3rd Party Application	Comments
26.	Manage the integrity and reliability of records once they have been declared as such.	YES			
27.	Identify records that are due for disposal when their prescribed retention periods elapse, managing the disposal process.	YES			
E-Form Specifications		**Out of the Box**	**Customization Required**	**3rd Party Application**	**Comments**
1.	Do your E-forms support the need to retain the look and feel of paper forms?	YES			
2.	Do your E-forms support E-signatures?	YES			
3.	Does your solution support public-facing E-forms that can be filled out and submitted on line?	YES			

4.1 **Additional Information.** Provide any additional information that may be of interest to the State regarding your solution.

Who is OpenText?

By helping organizations successfully manage information for improved productivity, competitiveness, and customer experience, we have become the industry leader in Enterprise Information Management. We would like to help you achieve your vision, too.

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EUROPEAN HQ
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60+
OFFICES

Around
the World

100
MILLION

Users

$1.3
BILLION

Global
Revenue

$1
BILLION

R&D Investment
over the next
5 years

OVER
80%
OF THE

FORTUNE
500

Uses OpenText
EIM Solutions

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Employees

20+
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